

01/11/2018

Import Release Process

Dear Valued Customer,

We are constantly striving to find ways to make working with us easier, whilst ensuring that we act in a legally responsible manner. Therefore, please familiarise yourself and share with your teams, the below requirements which will assist with the shipment release process.

Prior to release -

Freight and landside charges must be requested prior to presenting your documents at the release counter; these charges will need to be paid and receipted before the release can be done. Additionally, we will be validating that all outstanding Demurrage and Detention charges to date (as at day of release) are invoiced, paid and receipted before the release is completed.

To facilitate this more efficiently, the below Invoice Request template should be completed **in full** to ensure that the invoices are generated within the agreed turnaround time and you are afforded time to ensure payment is made prior to your release request. When requesting invoices, we kindly ask that your subject line reads as "Invoice Request: B/L number".

Freight Invoice Payer:
Landside Invoice Payer:
Empty Turn-In Depot Location:
Invoice Reference, if applicable:

Demurrage and Detention Invoice Payer:
Demurrage requested until (date):
Detention requested until (date):

Should the above details not be advised when requesting an invoice or when requesting the release, the release will not be executed at our end.

Requesting and Import Release with presentation of Release Documents -

When sending your request to za.import@maersk.com, to ensure that your releases are identified swiftly, please ensure that the subject of your mail is updated as "Delivery Order Release: Vessel Name and Voyage, B/L Number XXXXXXXXXX".

Please note that the following set of documents must be presented for the Release to be done:

- EDI SARS release
- Release Instruction
- Cargo Dues
- Release Letter (if applicable)
- Indemnities (if applicable)

Additionally, the email request must confirm the below details:

Empty Turn-In Depot Location:
Demurrage and Detention Invoice Payer:
Demurrage requested until (date):
Detention requested until (date):

Transporter's name, as listed on the NAVIS system:

In addition to the usual requirements for release to be granted, Maersk Line will process a request to release to a party who is not a consignee on a bill of lading or waybill when the following is provided -

1. Where the party requesting release is not the consignee on the bill of lading or waybill, a release letter would be required. The original release letter will need to be produced by the party duly authorized, in terms of the release letter, by the consignee to receive the cargo.

When producing a release letter to Maersk Line for release of cargo to a party other than the named consignee, kindly note that:

- All release letters must be provided on a valid company letterhead (including the full company name and company registration number).
- All release letters must include the specific bill of lading number and container number/s.
- Release letters must confirm the party to whom the consignee is authorising the release.

Maersk Line has a contract with the consignee and may only act on the instruction of the consignee. Therefore, if the release instruction is to Party X from the consignee, Maersk Line will honour the instruction. Maersk Line will not be act upon instruction from Party X to authorise release to additional parties (handover shipments).

2. A blanket release letter from the consignee stated on the bill of lading, authorising a specific clearing agent to take release on their behalf for a defined period. The validity period is limited to one year and will be granted upon completion of the blanket letter in the format provided and once Maersk Line has acknowledged receipt of the original. The agreement to accept the blanket release letter will remain at the discretion of Maersk Line.

The blanket release will be the referenced document during the validity period and Maersk Line will not accept any liability for acting in accordance with the blanket release letter in cases where the relationship between the consignee and its agent no longer exist and Maersk Line is not be advised in writing of same timeously. Blanket release letters **may not** be used in the case of negotiable bills of lading.

Once your proof of payment has been submitted to the Finance team via durfinfrc@maersk.com and you have received your confirmation of Receipt, you may request the release.

Once your e-mail has been received, you will receive a unique case number to confirm receipt of your e-mail. It is very important that you send your requests as new e-mails to za.import@maersk.com so each request is logged as a separate case and handled accordingly.

The Maersk Line Release team will verify the release information against the EDI message received from SARS and issue the release via EDI into NAVIS. The email address, from which documents were received, will be copied into this release message; this will serve as a confirmation of release being granted by the line.

Maersk Line is pleased to commit to you a turnaround time of 3 hours on this paperless Release process, should all your documents be in order and release granted by SARS. Release requests will be managed via za.import@maersk.com from 08h00 – 16h30 during the week and releases received after this time may only be processed the next working day. It is also important to note that proof of payments sent after 3 may only be receipted the next day and as such, the Delivery Order would only be issued thereafter.

We thank you for your cooperation and understanding with the above and look forward to doing more business with you.